



Caring. Dependable. Durable.

### **Kane Manufacturing Warranty & Return Policy**

Kane Manufacturing warrants its products to be free of defects in materials and workmanship under normal use for a period of ONE YEAR from the date of purchase. Power cords are not included in this warranty. Any product which our examination reveals to be defective will be replaced or repaired (at our option) without charge. Defective products shall be returned to the retailer from whom the product was purchased or shipped to the factory.

Prior authorization for returns (RGA#) must be obtained from Kane Manufacturing prior to shipping. Kane Manufacturing will assign your return request and authorization number. Do not return goods prior to receiving an authorization number (RGA#). Shipments must be prepaid, and the authorization number must appear on each carton. Shipments must be made within 30 days after authorization. No collect or unauthorized shipments will be received at our dock. Your name and address should be clearly marked on the product.

A copy of the invoice must be sent with product indicating date of purchase. Kane Manufacturing is not liable for loss or damage resulting from the alteration, misuse or abuse of the product. Kane Heat Mat warranty is limited to repair or replacement of the product.

In the event a product is being sent back for credit and if we receive the material in good condition, and it can be returned to stock with only an inspection on our part, a credit will be issued, less 20% restocking charge.

If you have any questions or would like additional information about Kane Manufacturing products, please feel free to call us at 1-800-247-0038 or [info@kanemfg.com](mailto:info@kanemfg.com).

**Kane Manufacturing Company, Inc.**

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